License Server Manager

User Guide

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SDL Group
http://www.sdl.com

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Acknowledgments

License Server Management includes SafeNet technology as third-party software.

November 2014

About this User Guide

Who is this guide for?

This guide is for administrators of network licensing who are responsible for configuring and managing network licenses for an SDL product (such as Studio or Passolo). It describes how to activate, deactivate and monitor such licenses on the license server.

Single-user licenses

For information about licenses that you can apply to one user only, see the **SDL Licensing online Help** available at
http://producthelp.sdl.com/SDL_Licensing_Help/EN/SDL_Licensing_Help.htm

SDL Product Names

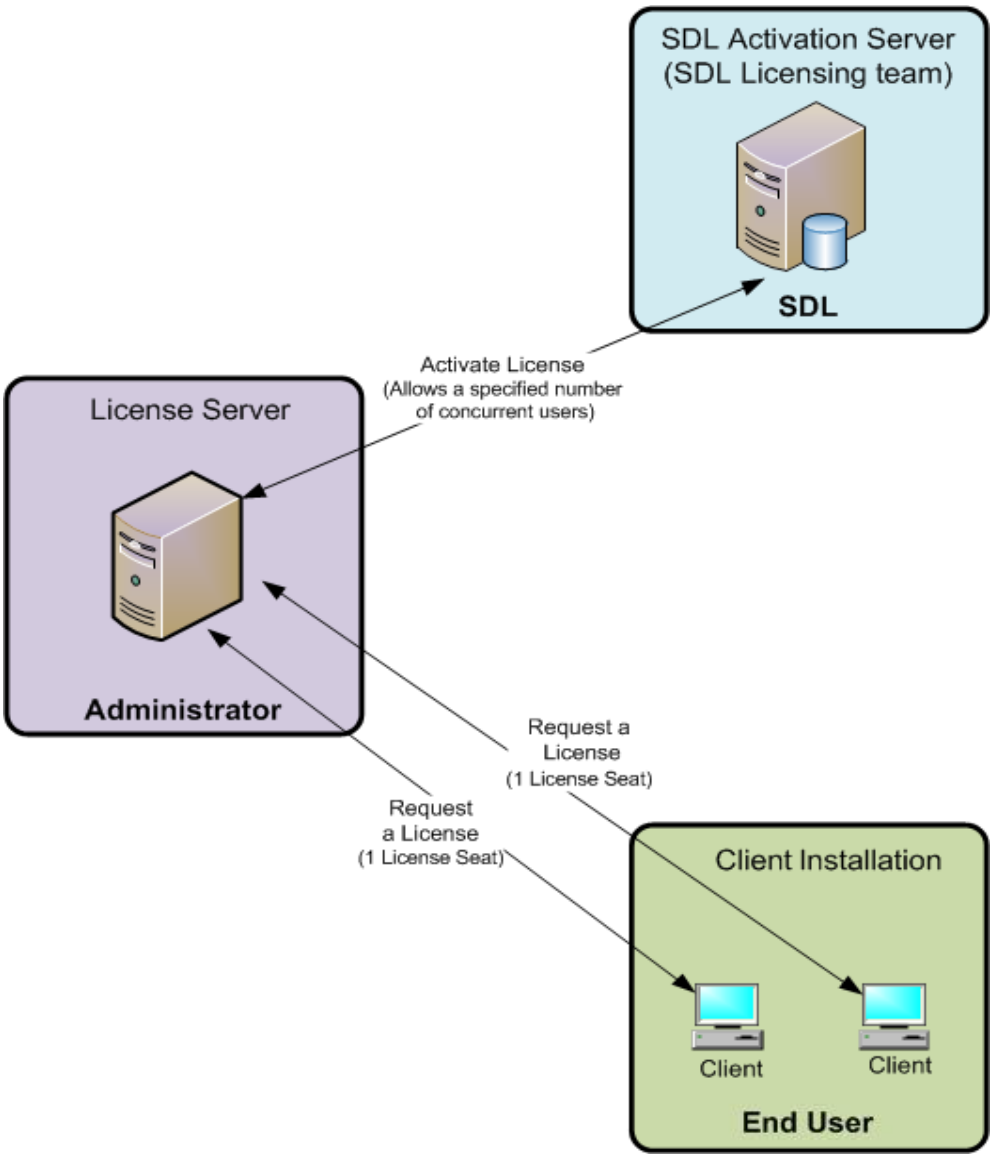
From here on, we refer to SDL Trados Studio and SDL Passolo in short form, as Studio and Passolo.

Network Licensing Overview

A network license allows a number of users on the same network to share access to the license seats available for an SDL product (such as Studio, Passolo).

You install License Server Manager on a server to control the distribution of network licenses to client users. The License Server Manager grants available license seats to the client computers that connect to the license server.

When the users close the SDL product on their client computers, the license server takes back these license seats and returns them to the license pool. This makes the license seats available to other users in the network.



Installation Prerequisites

Before installing License Server Manager, make sure that the computer that will act as the license server fulfills the requirements below.

Requirements for network licensing

Communication requirements

Make sure that name resolution is supported and leave port 5093 open.

License server requirements

- Any standard specification Windows 32-bit or 64-bit workstation
- Windows Server 2008 or a higher version of a server operating system (recommended)
- Windows 7 or a higher version of a workstation operating system
- You can also run the License Server Manager on virtual machines

Do NOT change the computer name on the license server after installing the License Server Manager. This may prevent users from being able to connect to the network license server.

Client requirement

The client installation (workstations) that are requesting license seats from the server must be Windows-based.

Installation combinations and restrictions

If required, the License Server Manager can coexist on the same computer as the following products:

- SDL Studio GroupShare (TM Server, MultiTerm Server, Project Server)
- Microsoft SQL Server
- The client application (for example, Studio or Passolo)

Setting Up the License Server Manager

1. Install License Server Manager

Download the License Server Manager installer from the **Downloads** section of your **SDL Account**. Execute the installer on the computer that you want to act as the license server.

Components

The License Server Manager installer adds the following two SafeNet utilities to your computer.

Note: SafeNet is the third-party licensing technology provider used for network licensing.

- **Locking Utility (Wechoid)**. This generates locking codes for activating the network license on the server.
- **License Server Manager (WlmAdmin)**. This monitors all licensing activity and controls the distribution of license seats to clients.

Default storing location

The default location for storing the installed License Server Manager, imported license files and preferences is:

- 32-bit computers: *C:\Program Files\Common Files\SDL\Sentinel*
- 64-bit computers: *C:\Program Files (x86)\Common Files\SDL\Sentinel*

2. Generate locking code

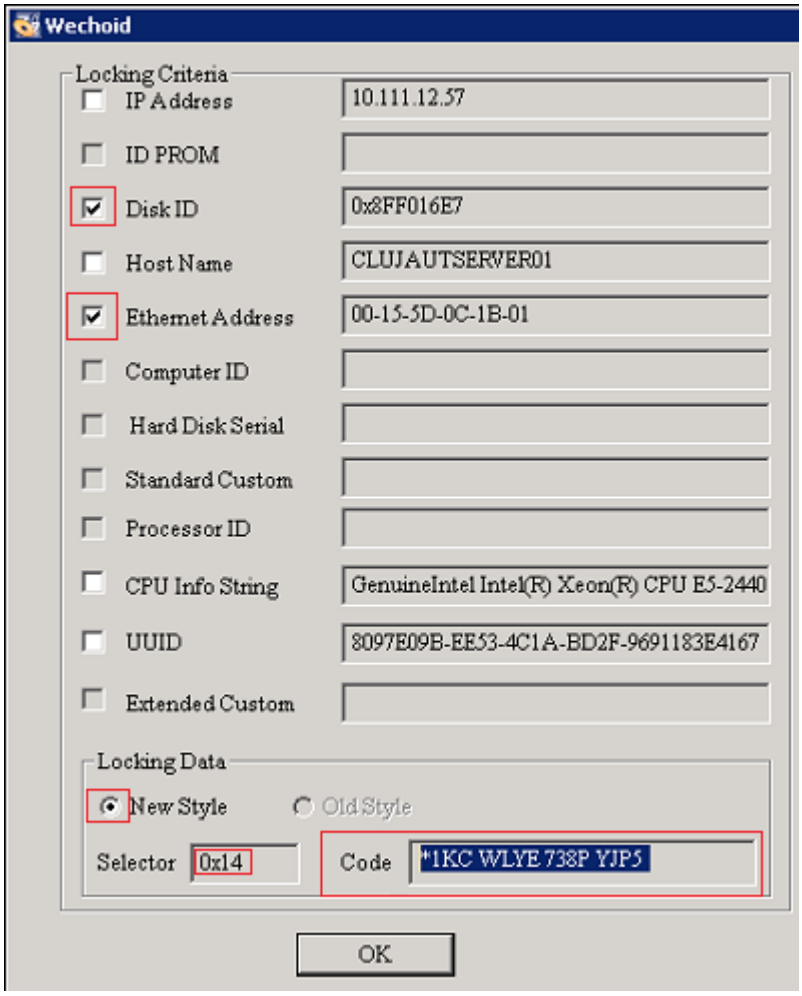
Use the Locking Utility to provide the locking code of your license server machine to the SDL Licensing team. They can then generate the license file that enables you to activate the network license on your server.

2.1 Launch Locking Utility (wechoid).

2.2 Enable **Ethernet Address** and **Disk ID** and disable all the other available criteria.

2.3 Make sure that the **New Style** option is selected and that the **Selector** field shows **0x14**. This indicates that only the **Ethernet Address** and **Disk ID** criteria are enabled and that the corresponding code will generate a compatible license file.

2.4 Copy the locking code string available in the **Code** field to send it to the SDL Licensing team.



3. Send the Locking Code

Send the generated locking code to the SDL Licensing Team. The Licensing team will send you in return a license file corresponding to your locking code. Issuing license files based on locking codes ensures that the network license is used in the system to which it is locked.

To send the locking code:

- If you have a Support and Maintenance contract, go to your SDL Account at https://oos.sdl.com and log a support request via **Support & Education** > **Support**.
- If you do not have a Support and Maintenance contract, go to the SDL Knowledge Base at http://kb.sdl.com and log your request via **Solution Finder** > **Licensing Problems** > **I use SDL Trados Studio 2014 SP2**.

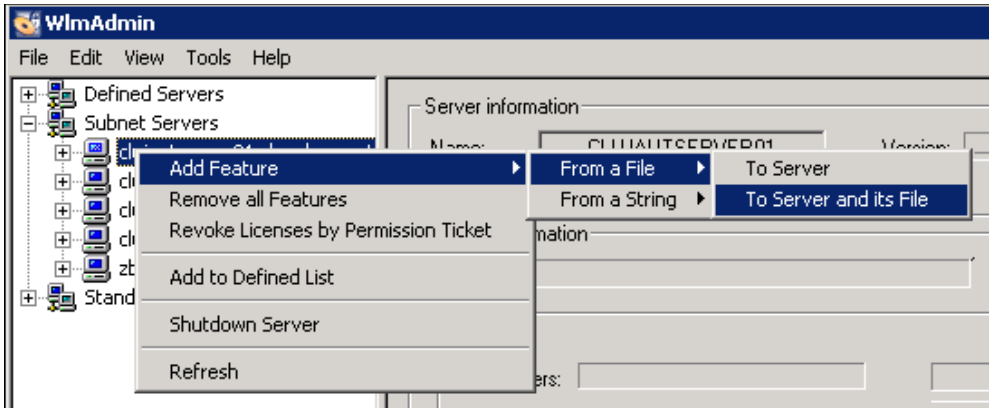
4. License the server

4.1 Launch License Server Manager. On startup, the License Manager automatically discovers all the servers in the subnet where the License Manager is installed. These are listed under the **Subnet Servers** tree.

Note: If your license server is not listed, click **Edit** > **Defined Server List** and add the name of your server or IP address. To automatically add your server to the **Defined Servers** list, select **Edit** > **Preferences** and enable **Discover defined servers on startup**.

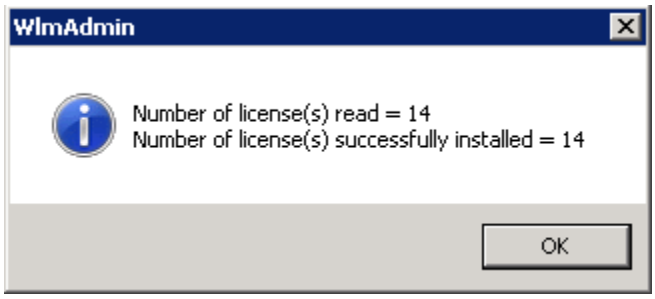
4.2 Expand the **Subnet Servers** tree and select the hostname of the license server where you want to add the network license.

4.3 Right-click on the hostname and select **Add Feature** > **From a File** > **To Server and its File**. Adding a file to a server and its file is the only activation option that License Server Manager supports at this time.

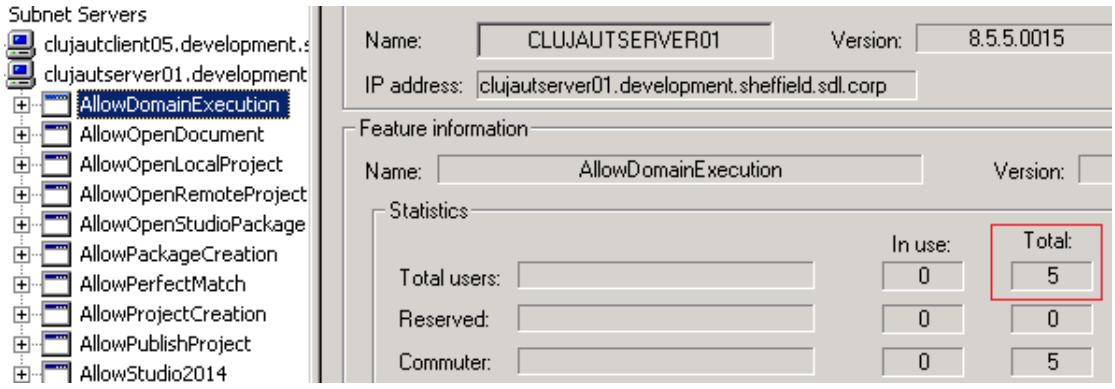


4.4 Browse for and select the license file that you received from the SDL Licensing team.

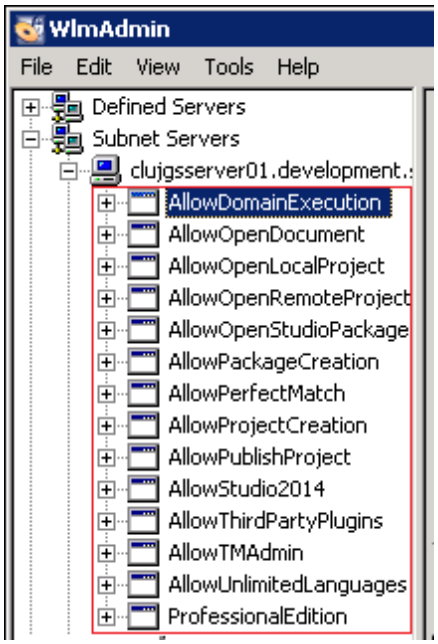
If the license code corresponds to the locking code, License Server Manager confirms that the network license is active and shows the number of product features included in your license.
For example, a Studio Professional license includes 14 Studio features:



Note: This is NOT the number of user seats available for your license. To check how many users can access your network license at the same time, select a feature and check the **Total** column in the **Feature information** section:



The product features installed for your network license are listed in the hostname tree under **Subnet Servers**:



Monitoring Clients and License Information

As a network-licensing administrator, you can use the License Server Manager (WlmAdmin) to monitor the licenses and the clients using them in the network.

Selecting the license manager server

To select the license servers that you want to monitor, double-click on the **Subnet Servers** on the left hand-side pane of WlmAdmin. This displays the hostnames of all the license servers available on the network.

If you have an active network license for the server, WlmAdmin lists all the product features included in your license.

The **Feature Information** section and tab show licensing details for the selected feature, such as:

- number of seats available for the current network license
- number of clients currently using the available license seats
- number of seats currently borrowed by clients who use a license offline

Note: To update the license feature status, right-click on the feature and click **Refresh**.

Monitoring clients

For details about the clients who are using the license seats:

1. Select a server and expand a product feature node.
2. Double-click on the **Clients** folder to open it. WlmAdmin shows all the clients that are currently using the license seats for that feature.
3. Select one of the users in the list to open the **Client Info** tab on the lower side of the WlmAdmin window.

The **Client Info** tab shows information such as:

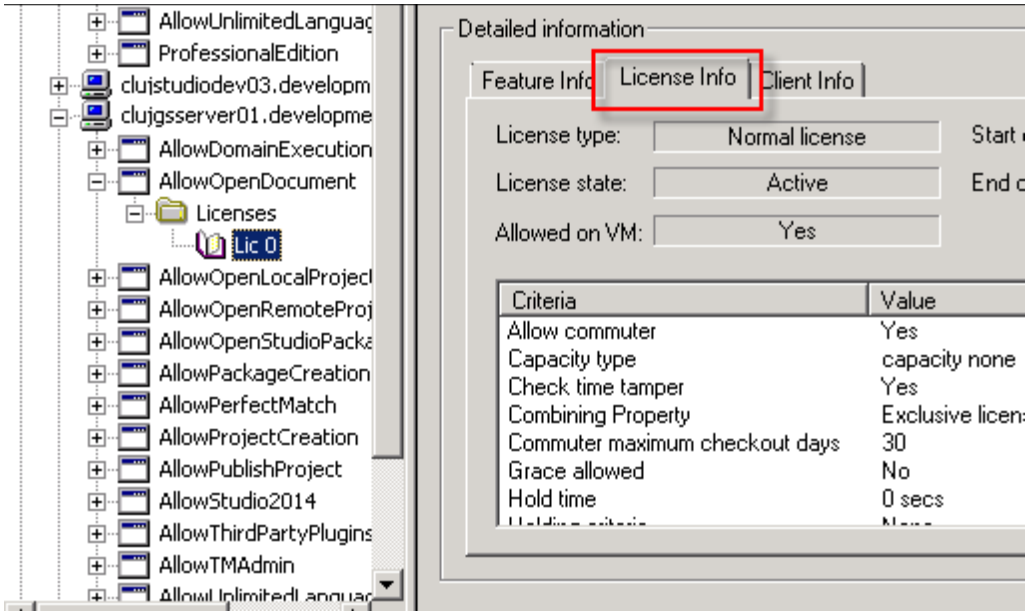
- when the client connected to the server
- the number of seats that the client is using
- name of the client computer and name of the user
- whether the client is a commuter, using a borrowed a license

Note: To update the client status, right-click on the **Clients** folder and click **Refresh**.

Monitoring license information

For details about the network license available for the selected server, expand a product feature and the **Licenses** folder then select a license from the list.

WlmAdmin displays all the licensing information available for the server in the **License Info** tab, on the lower side of the right hand-side panel:



The **License Info** tab shows information such as:

- the start date and the end date of the selected license
- the active and inactive licenses for the selected server
- the maximum number of concurrent users that can access the network license

Note: To update the licensing status, right-click on the **Licenses** folder and click **Refresh**.

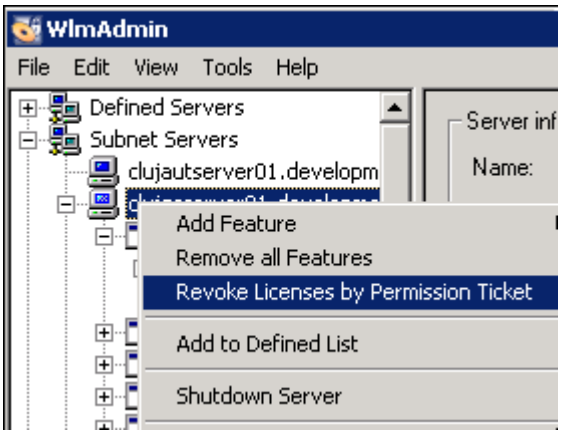
Removing a Network License

You may want to remove the license that you added to a network sever in order to:

- return unused licenses
- move the license from one system to another

To remove a license:

1 Open a support request with the SDL Licensing team:
   - If you have a Support and Maintenance contract, go to your SDL Account at https://oos.sdl.com and log a support request via **Support & Education** > **Support**.
   - If you do not have a Support and Maintenance contract, go to the SDL Knowledge Base at http://kb.sdl.com and log your request via **Solution Finder** > **Licensing Problems** > **I use SDL Trados Studio 2014 SP2**.
2. Request a permission ticket using the web form that displays. Include your user details, license file and any other required license information then click **Submit Request**. The SDL Licensing team will send you back a *.txt file representing the Permission Ticket.
3. Launch License Server Manager.
4. Expand the **Subnet Servers** tree and select the hostname of the license server from where you want to remove the network license.
5. Right-click on the hostname and select **Revoke Licenses by Permission Ticket**.



6. Browse for and select the *.txt Permission Ticket file that you received from the SDL Licensing team.
7. Save the Revocation Ticket file and send the file back to the SDL Licensing team.

Connecting/Disconnecting from the License Server

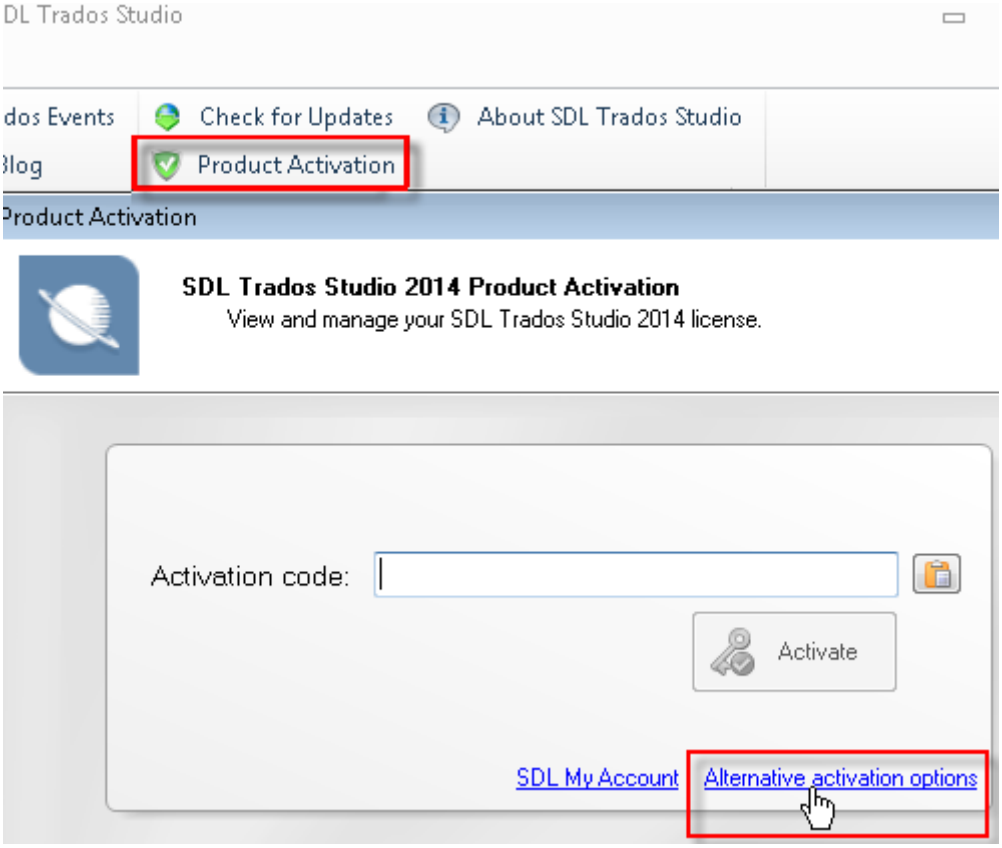
Connecting to the license server to consume a network license seat

When connecting to a license server, the client user makes a request to obtain a valid product license. A license consists of a number of product features, all of which are checked out as part of checking out the license.

After closing the SDL product, the license seat is returned to the license server so other users can use it.

To connect to the license server and request a license:

1. Run your SDL product (for example, Studio or Passolo). When connecting to a license server for the first time, run the SDL product as an administrator.
2. Click **Help** tab > **Product Activation**.
3. Click the **Activate** button in the **Product Activation** dialog box then click **Alternative activation** options.



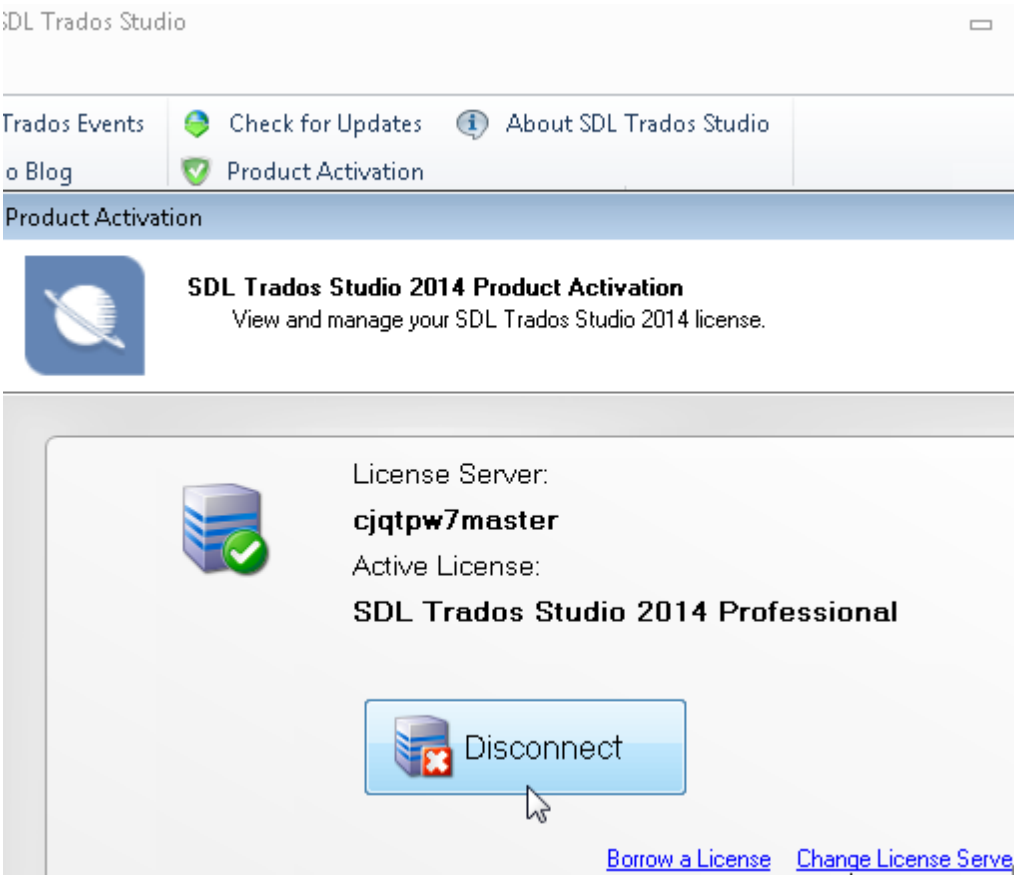
4. Click **Use a License Server**.
5. Enter the short computer name, the fully qualified address (less than 40 characters) or the IP address of the license server.
6. Click **Connect**. The **Product Activation** page shows the details of the active license. Click **Continue** to open the SDL product.

Disconnecting from the license server

Disconnecting from the license server returns your license seat to the license pool. The license seat is immediately available for other network users to activate the SDL product on their computers.

To disconnect from the license server:

1. Run your SDL product (for example, Studio or Passolo).
2. Click **Help** tab > **Product Activation**.
3. Click the **Disconnect** button in the **Product Activation** then click **Continue**.



Borrowing a license

About Commuter licenses

Commuter licensing allows users to borrow a license. Users require a commuter license usually when they want to travel and need to use the SDL product offline for a certain period of time.

The network user borrows a license seat for the duration of the trip and checks it back in on returning.

Borrowing a license

Users borrow a license from a license server to use the SDL product for a specified time when their computer is not connected to the network. Borrowed licenses reduce the available pool of licenses. As long as the license is borrowed, it is not available on the license server.

Borrowed licenses are automatically returned when the borrow period expires. Users can also return a borrowed license early but they have to be connected to the network license server when returning it.

To borrow a license:

1. Connect to the license server to consume a license seat.
2. In the **Product Activation** dialog box, click the **Borrow a License** link.
3. Specify the number of days you want to borrow the license for.
4. Click the **Borrow License** button. This moves the license from the server to your computer. You can now work with the SDL product without being connected to the license server.

Borrowing limit

By default, you can borrow a license for a maximum of 30 days. If you need to borrow a license for more than that, return the license to the server and borrow again.

You can also ask the SDL Licensing team to increase or decrease the default borrowing limit.

Time Zone

To prevent license tampering issues, the client workstation and the network server must be in the same time zone for borrowing licenses.

Last license seat

You will not be able to borrow the last license seat available on the network license. This is because connecting to the server in order to borrow a license already requires a license seat. Borrowing is not possible without an available license seat.

The seat required for the connection is returned back to the license pool immediately after the server grants the borrowed license.

Frequently Asked Questions

General FAQs

What technology does the License Server Manager use?

The License Server Manager is based on third-party technology from SafeNet. It uses the TCP/IP protocol for dispensing licensing seats across the network.

Which port allows communication between the client computer and the licensing server?

To enable communication with the licensing server, open port **UDP 5093** on the computer where the SDL product is installed.

Can I change the default port number?

Yes. To change the default port number, open the WlmAdmin application and go to **Edit** menu > **Preferences** > **Server Port**.

What information do client users need for connecting to the network license server?

To connect to the license server manager and activate an SDL product with a network license, the client users need either the hostname, the FQDN (fully qualified domain name) or the IPv4 address. For more information, see the Connecting to the license server to consume a network license seat section.

Can I connect to a network-licensing server from a Remote Desktop environment?

Yes. When you are using an SDL product on a virtual machine and you want to activate it with a network license, the licensing server grants you a license seat just as if you were connecting from a physical computer.

Can I connect to a network-licensing server via Remote Desktop Services (formerly Terminal Services)?

Yes. When using Remote Desktop Services, you can only activate SDL products with a network license. Each user session consumes one network seat.

Can I install the Licensing Server Manager on the same computer where the SDL product is installed?

Yes.

Do I have to install the License Server Manager on the same Remote Desktop Services computer where Studio is installed?

This is no longer a requirement - you can now use any other computers in the network.

Can I check out a license seat if I am connected to the server's network remotely via VPN?

Yes.

Can I install License Server Manager on a virtual machine (VM)?

Yes. You can also install the SDL product on a VM and access the licensing server from there.

Does network licensing support VPN connections?

Yes, License Server Manager supports accessing network licenses over private network (VPN) connections.

Can I connect to a network-licensing server over the internet?

Yes. If you are not using the same network as the licensing server, you need an internet connection to connect to the licensing server and activate your SDL product.

Does network licensing work over multiple network segments?

Yes. The network license server and the client machine do not need to be on the same network. As long as there is direct communication between the two hosts and the client can access the network server via the port, network licensing works over multiple network segments.

How many license seats are checked out when connecting from a computer with two active network adapters (cable and wireless)?

Only one license is checked out.

Can clients connect to the licensing server using the alias name (CNAME) of a server?

Yes. If you do not want users to know the real name of your server, you can configure an alias name for it. Clients are still able to connect to the server and activate their SDL product using the alias name instead of the real hostname.

Can I have both the Licensing Server Toolkit (Nalpeiron) and the new License Server Manager (SafeNet) installed onto the same computer?

No. If you plan to use both licensing applications, install them on two different computers.

On what operating systems (OS) can I install Licensing Server Manager?

You can install Licensing Server Manager on a Microsoft Windows Vista, 7, 8, Windows Server 2008 or Windows Server 2012. Make sure you have the licensing computer turned on when users request network license seats.

Can I install the License Server Manger on UNIX OS?

No, License Server Manager does not support UNIX OS.

Can I install different editions of an SDL product or different add-ins on one license server?

No. You cannot install, for example, two instances of Studio Professional and one edition of Studio Team on the same license server. Similarly, you cannot install, for example, three Java and two .NET add-ins.

Can I see how many licenses are in use and who checked them out?

Yes. For instructions on checking who is using your network license seats, see the Monitoring clients section.

How can I contact a user who has checked out a license seat?

The **Client info** tab in the WlmAdmin shows the user name of the client and the name of their client computers. You can use these details to contact them offline.

For information on how to open the **Client info** tab in WlmAdmin, see the Monitoring clients section.

What happens if the running client loses connection to the license server?

The SDL product shows the **Product Activation** dialog and requires the client to restore the connection or exit the application.

What is the timeout for idle license seats?

If there is no user activity on the SDL product for more than 30 minutes, the license seat is automatically returned to the license pool. This is to avoid licenses being stranded on a client computer after a crash or a power failure.

Can I withdraw a license from a specific user?

No. To free up a license seat, ask the client user to return the network license seat. For more information, see the Disconnecting from the license server section.

Is it possible to:

- preselect the license configuration to be checked out on program startup?
- manually select between different (possible) license configurations on program startup?
- preselect the license configuration to be used via command line interface?

No, the License Server Manager does not currently support these licensing options.

If I upgrade my license to the new SafeNet commuter licenses, will my Nalpeiron licenses be removed from my SDL customer account?

Yes. When you upgrade your licenses, you no longer have access to any previous versions of your SDL product.

Borrowing FAQs

The Licensing Server Manager is administered by my IT department. Can I borrow a license without their help?

Yes, you can borrow a license from your SDL product directly any request or approval numbers. For more information, see the Borrowing a license section.

What happens when the borrowing period expires?

The SDL product stops working and the client user is required to connect to the company's network.

Do I need access to the licensing server in order to return a borrowed license?

No, once the borrowing limit is reached, the license is automatically returned to the server.

Studio-specific FAQs

What version of Studio is compatible with the new Licensing Server Manager?

The Licensing Server Manager is compatible with Studio 2014 SP2 and later.

Can I use the Licensing Server Manager with both Studio 2011 and Studio 2014?

No, Studio versions prior to 2014 SP2 still use the Licensing Server Toolkit, which is based on Nalpeiron licensing technology.

Passolo-specific FAQs

What version of SDL Passolo is compatible with the new licensing application?

The Licensing Server Manager is compatible Passolo 2015 and later.

Does network licensing work in build server environments?

Yes.

Can I preselect the license configuration automated via COM object model?

No, the License Server Manager does not currently support this licensing option.

Can I detect if a license (or license configuration) is available (via command line and via COM object model)?

No, the License Server Manager does not currently support this licensing option.

About SDL

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